

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”
Miami-Dade County, Florida RFP No. “TBD”

BODY WORN CAMERAS AND VIDEO MANAGEMENT SOLUTION

ISSUED BY MIAMI-DADE COUNTY:

Internal Services Department, Procurement Management Services Division
for the
Miami-Dade Police Department (MDPD)

COUNTY CONTACT FOR THIS SOLICITATION:

Santiago A. Pastoriza, Procurement Contracting Officer
111 NW 1st Street, Suite 1300, Miami, Florida 33128
Telephone: (305) 375-1084
E-mail: spastor@miamidade.gov

Date Posted: October 2, 2014

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”

Miami-Dade County, Florida

RFP No. “TBD”

SCOPE OF SERVICES

1.2 Introduction

Miami-Dade County, hereinafter referred to as the “County”, as represented by the Miami-Dade Police Department, is soliciting proposals from fully-qualified vendors to provide a commercially available, turnkey, cloud based Body Worn Camera (BWC) and Video Management Solution (Solution) that shall be able to capture video from a law enforcement officer’s perspective and store the recorded video to a secure hosted website. The BWC and Solution shall be able to capture video from the Officer’s perspective and store the recorded video on a secure hosted website, or secure local storage solution. The body-worn digital cameras will be used throughout the County by MDPD officers and supervisors.

Proposers shall be required to provide all body worn camera devices, cables, and components along with the associated video storage management software. Proposer’s solution should be full and complete and contain, but not be limited to, all necessary software, hardware, peripherals and associated cabling and devices. The successful Proposer will be required to install, configure, implement, and train staff on the use of the body worn camera and video management storage solution and provide maintenance and technical support services throughout the resultant contract term.

2.2 Background

MDPD is charged with the safety of over 2.5 million residents who reside within Miami-Dade County. MDPD is responsible for promoting a safe and secure environment, with officers who are committed to high performance standards, ethical conduct, and a professional level of service that is fair to all. Currently, MDPD does not utilize BWC devices.

Implementation of the proposed BWC and associated video management storage solution will benefit the agency by allowing officer’s to record various situations to include but not limited to, traffic stops, sobriety tests, and interviews. It is anticipated that through the resultant term contract, MDPD will require over one thousand (1000) BWC devices for officers and supervisors use. The proposed Solution must be capable of supporting MDPD’s current needs as well as be capable of accommodating future growth.

2.3 BWC Program Requirements

The County desires a turn-key BWC that includes all hardware, software, incidentals and any other goods or services required to meet the following. The County anticipates initially purchasing 500 BWC, with two options, each to include up to 500 BWC at a later time. However, this is an estimate, and the County may increase or decrease BWC’s as needed. The initial purchase will be deployed in phases according to the number of personnel assigned to the chosen District station(s).

2.4 Minimum BWC Hardware Requirements

The selected Proposer must meet or exceed the following minimum required specifications for the BWC hardware:

- a) Field of view: The BWC unit must have a view of at least 70° with a maximum view of 120° (120° is the maximum allowed before warping or bending of the video image occurs).

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”

Miami-Dade County, Florida

RFP No. “TBD”

- b) Multiple mounting options: The BWC should have multiple mounting options to accommodate varying field situations (i.e. lapel, shoulder, ear, eyeglasses, and cap). A head mountable camera is desired, but MDPD is willing to consider other mounting options as long as it does not block the field of view. The view must not be obstructed when an officer has their firearm out and in the ready position.
- c) Pre-event buffer: BWC must capture at least thirty (30) seconds of video (no audio) prior to officer initiating the recording.
- d) Visual indicator: BWC must have a lighted indicator that shows current operating mode and battery level. Any illuminated controls or indicators should have a user option which allows them to be extinguished during a tactical/darkness situation.
- e) Rechargeable battery life: BWC battery must have a minimum of twelve (12) hours of standby time.
- f) Recording time: BWC must record for a minimum of 4 hours per activation to allow for lengthy interviews and investigations.
- g) Internal Storage: BWC must have a minimum of 8GB of internal storage memory and store at a minimum 4 hours of video on the device.
- h) Recording speed: BWC frame rate must be no less than thirty (30) frames per second.
- i) Night Mode: MDPD prefers low light capability equal to 1 lux. Cameras offering night vision enhancement will not be accepted. The goal is to have a camera that closely matches the capability of the human eye. If the BWC has night vision capability, user must be able to disable the night vision function.
- j) Video safeguards: Users must not be able to delete or edit video on the camera.
- k) Video resolution: BWC must have a minimum of 640 x 480.
- l) On-scene viewing: BWC must have the ability to view video on scene (in the field).
- m) Configurable A/V settings: Bit rate (multiple settings to optimize file size and upload speed). Audio – on/off. Audio and video should conform to MPEG 1-4 standards.
- n) Upload and charging: Battery charging and docking for file transfer is required to be a concurrent process and this process must be able to be supported simultaneously for a minimum of 250 BWC's.

2.5 Minimum Video Management Solution Requirements

The selected Proposer must meet or exceed the following minimum required specifications for the proposed Video Management Storage Solution:

- a) Solution shall be a cloud-based data storage solution with the capability of organizing/managing incidents and be accessible via the Internet to multiple users simultaneously.
- b) Solution must be web based and not require installation onto user's computers.
- c) Solution must be scalable and flexible to handle changing needs of the County.
- d) Solution shall provide enhanced user authentication with a unique username and password.
- e) Solution shall allow for authorized users to be established based on various roles and permissions by the System Administrator.

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”

Miami-Dade County, Florida

RFP No. “TBD”

- f) Solution shall provide an automated method of transfer to move files from the BWC to storage system such as drop in docking station or wireless upload.
- g) Solution shall provide for remote viewing of the stored video for non-technical MDPD staff as well as others based on the permissions granted by the System Administrator.
- h) Authorized users should be able to search by name, date, event, device, case/incident number; as well as categorize, add case numbers, notes, etc. to each file within the Solution.
- i) Authority to access stored video shall be hierarchical in nature with a log/audit trail illustrating users who have viewed and copied video to an external source (i.e. DVD / long term storage)
- j) Solution software must allow officers to link and attach metadata to recordings file prior to uploading.
- k) Solution must provide encryption in storage and transport, and provide security back-up of all data.
- l) Solution must have controlled access to evidence with pre-defined roles and permissions, predefined individuals and passwords.
- m) Administrative rights to server containing evidence must be restricted to authorized County personnel only.
- n) Solution must securely store all videos and recordings in a way that only County authorized users and users authorized by MDPD can view.
- o) Solution must have the ability to grant access to specific files to specific persons for a specific time period.
- p) Solution must have the ability to share files internally and externally via secure links over the internet.
- q) Solution must provide an audit trail for every incident and track all user activity.
- r) Solution must have the ability to set variable retention rules per MDPD preferences.
- s) Solution should support all major digital file types. No proprietary file formats will be accepted.
- t) Solution must have the ability to set time tables for automatic deletion of files with notifications prior to deletion.
- u) Solution must have the ability to allow redacting of files to include deleting certain portions of file (video or audio) and blurring out particular images within a video.
- v) Solution must have the ability to preserve the raw file without editing.
- w) Solution must have security features that assured digital evidence will meet all standards for reliability in court.
- x) Solution must have a two tier storage capability for active video and long term storage needs.
- y) Solution should be redundantly backed-up. Proposers are to provide information on the firm's co-location strategy and disaster recovery and fully detail current procedures within the Proposal Submission Package.

2.6 Active and Long Term Video Storage Requirements

- a) Solution storage must have the ability to download video for at least 250 camera units simultaneously.
- b) Solution storage must be capable of indexing video upon upload, and/or at a later date with a minimum of officer badge number, date of recording, report number and type of crime.
- c) Solution must maintain and be able to export audit trail along with video.

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”

Miami-Dade County, Florida

RFP No. “TBD”

- d) Solution must allow for the video to be exported in an industry standard file format. (i.e. AVI, MPEG, MP4).
- e) Video storage must support a backend IP, externally hosted, based retrieval system available to multiple users. .
- f) Storage solution must comply with law enforcement Criminal Justice Information Services (CJIS) data protection and transport (i.e. SSL) standards. No external initiated connections will be allowed.
- g) Data storage must be co-located and have an established Disaster Recovery (DR) solution to ensure Solution reliability.
- h) Upon request, the selected Proposer shall provide all data in an indexed and searchable format on an external hard drive to MDPD.
- i) Solution must allow the system administrator to control the length of retention of videos.
- j) Storage capacity shall be based on a loose estimate of 32,000 hours of recorded video per year.

2.7 Solution Security Requirements

Proposed Solution, at a minimum, should provide the following Security protocols:

- a) Provide the ability for each user to be uniquely identified by ID.
- b) Provide basic authentication through use of complex passwords.
- c) Provide the ability to enforce password expiration.
- d) Provide the ability to require automatic password expirations when initially assigned or reset.
- e) Provide ability to configure password parameters such as password lengths, user access to expiration settings and other behaviors, enabling alphanumeric characters, etc.
- f) Provide the ability to encrypt transmitted data and authentication information over internal and external networks.
- g) Provide support for Secure Socket Layer (SSL) 128 bit and 256 bit encryption.
- h) Provide a password database encrypted in storage.
- i) Provide ability to protect audit logs from unauthorized access.
- j) Provide ability to log activities performed by specific user ID and IP address and to time-date stamp all activities.
- k) Provide ability to identify and log all subsequent access points to ensure accountability is maintained throughout session.
- l) Provide ability to limit concurrent sessions.
- m) Provide ability to log changes to administrative functions.
- n) Provide ability to automatically archive audit logs.
- o) Provide ability to set an unsuccessful access attempt limit and suspend IDs after reaching the unsuccessful access threshold.
- p) Provide ability to send alerts to administrators for unauthorized access attempts.
- q) Enable automatic logoff of ID after a defined period of session inactivity, and perform subsequent re-log-on password authentication.
- r) Provide ability to lock out user or group ID by date or time.
- s) Provide centralized administration, user authorization, registration and termination.

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”

Miami-Dade County, Florida

RFP No. “TBD”

2.8 BWC Extended Warranty Requirements

Proposals shall include one year full warranty and support on all items with each device purchased. Extended warranty shall be offered for all devices upon the expiration of the included 1-year warranty. Proposal submissions shall specify costs for each BWC extended warranty for support and maintenance on all items.

Proposers must provide a detailed description of the maintenance services that are available once the one-year warranty has expired. All shipping/transportation costs, parts, and labor costs shall be included in the initial warranty coverage and on-going extended warranty coverage. Repair and/or replacement shall be provided at no charge during the warranty period for parts with manufacturing defects.

2.9 Hosting, Software Maintenance, and Technical Support Services

The proposed Solution must be of the most recent release and the selected Proposer shall provide all hosting, software maintenance, and technical support services for the proposed Solution throughout the term of the contract.

A. Hosting and Software Maintenance Services

Hosting and software maintenance services, at a minimum, shall include updates and upgrades to the Solution, including corrections of any substantial defects, fixes of any minor bugs, and fixes due to any conflicts with mandatory operating system security patches as well as upgrades to new version releases. Selected Proposer shall be responsible for ensuring system availability and a minimum uptime of 99%. Non-production environments, such as testing and staging shall also be covered as well as backward compatibility with the deployed BWC devices.

B. Technical Support Services

The selected Proposer must have technical support services available, on a toll free basis, 24 hours a day, 7 days a week, during the entire contract period with a ½ hour (30 minutes) or less response time to problems, with a clearly defined priority escalation process. The selected Proposer shall also provide on-site technical support when required. This on-site support may be requested when it is determined the problem cannot be corrected by telephone support. Proposers shall include description in the proposal response outlining the support services offered and any limitations thereof.

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”

Miami-Dade County, Florida

RFP No. “TBD”

The County’s preferred escalation process is outlined below:

Severity	Definition	Response Time	Resolution Time	Status Frequency Update
1=Critical	A major component of the System is in a non-responsive state and severely affects Users’ productivity or operations. A high impact problem which affects the Users.	One (1) Hour	Four (4) Hours	One (1) Hour
2=Urgent	Any component failure or loss of functionality not covered in Severity 1, which is hindering operations, such as, but not limited to: excessively slow response time; functionality degradation; error messages; backup problems; or issues affecting the use of a module or the data.	Two (2) Hours	Eight (8) Hours	Two (2) Hours
3=Important	Lesser issues, questions, or items that minimally impact the work flow or require a work around.	4 hours	Seventy two (72) Hours	Four (4) Hours
4=Minor	Issues, questions, or items that don’t impact the work flow. Issues that can easily be scheduled such as an upgrade or patch.	24 hours	One (1) Month for an acceptable work around until final resolution	Weekly Status Call

2.10 BWC On-site Inventory

The selected Proposer shall provide the County, at no additional cost, with an inventory of spare equipment, devices, and accessories.

- a) Quantity supplied will be equal to 10% of active units deployed by MDPD.
- b) Stock will be available to MDPD at all times.
- c) Selected Proposer will have three (3) working days to replenish requested stock upon notification of the County.
- d) All units will be maintained by MDPD for use as immediate replacements, when needed.
- e) Spare stock cannot be refurbished.
- f) Selected Proposer will maintain the equipment spares in good condition and arrange for a three (3) day replacement when necessary.

This document is a draft Scope of Services for a future solicitation and is subject to change without notice.

This is not an advertisement.

“Body Worn Cameras and Video Management Solution”

Miami-Dade County, Florida

RFP No. “TBD”

- g) Equipment stock to include BWC's, and other pertinent accessories.
- h) MDPD will be responsible for providing immediate substitutions to participants from the stockpile.
- i) Request for expedited delivery will be accommodated at the expense of MDPD on an as needed, when need basis.

2.11 Lost, Damaged, or Stolen Equipment

The selected Proposer will be responsible for 20% of lost, damaged, or stolen equipment per calendar year for all active devices deployed. All other equipment lost, damaged, or stolen above the 20% will be paid at the expense of the County.

2.12 Services to be Provided

The selected Proposer must provide a detailed explanation and implementation timeline with their proposal response that addresses the firm's ability for immediate contract startup. The explanation must demonstrate that adequate equipment will be available at the time of the resultant contract award to accommodate the service level expectation of MDPD. Proposers shall include the following information at a minimum in their proposal response:

- Provide implementation schedule and delivery dates listing all equipment, devices, and services requested in the Scope of services.
- Identify the technical support and assistance that will include, but not be limited to the following; devices worn by police personnel, docking/charging stations, networking equipment, WAN/LAN connectivity, system software, system upgrades and video retrieval software and procedures.

Although it is anticipated that approximately fifteen hundred (1500) BWC's may be required in the resultant contract term, Proposers are advised that these are estimated quantities and not a guarantee. It is anticipated that the deployment of the new BWC equipment will occur after training is completed with MDPD staff. The selected Proposer will be required to assist MDPD staff to complete the deployment and be available to assist with any equipment or system issues.

2.13 Training Services

The selected Proposer shall provide system administration, power users, officers, diagnostic repair, and maintenance training to designated MDPD staff. It is anticipated that the following staff shall be trained:

- 15 – System Administrators
- 60- Train the Trainers
- 1500 – Officers (to be trained in phases)
- 100 – Command Staff

Training shall be conducted on-site at a designated location provided by MDPD and be coordinated with approved dates/time by the authorized MDPD project manager. The selected Proposer shall supply an electronic copy of all training materials to MDPD. Additional training shall be made available via on-line videos or other resources on an ongoing basis throughout the term of the contract awarded as a result of this solicitation.